

Welcome

- The training room will be muted for your learning satisfaction.
- You can use the 🖐 icon to raise your hand if you have a question.
- For copies of this presentation please send an email to: Paul.Spears@Tn.Gov





Department of

Veterans Services

Quarterly Training

June 15, 2017

TDVS Training Division



Michael Rivera
Training Officer



Paul Spears
Training Officer



Citrix
VA Access Gateway

Citrix: VA Access Gateway

- These steps log you into Citrix which will show you how to access VBMS, Shares, and other VA Applications.
- NOTE: Unless specified, instructions on each page apply to all browsers
 1. Ensure Card reader is installed and PIV Card is in it
 2. Open link in your web browser:
https://citrixaccess.va.gov/vpn/index_citrix_splash.html (Window opens on next page)

Citrix: VA Access Gateway

VA Citrix Remote Access

When logging into this system you agree to the following:



You are accessing a U.S. Government information system, which includes:

(1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network.

This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following:

You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.

If you have any further questions regarding Citrix Remote Access and associated resources, please contact the VA Service Desk at 1-855-NSD-HELP (1-855-673-4357) Option 6, Option # [Please wait to choose the remote access support option] or via email at NSD.VPNSecurity@va.gov

Please select one of the following 2 Factor login options below. In the event that the 2 factor is not a viable login method at this time, select the bottom link.

[Click here to use Smartcard:](#)

Click the icon to login with VA PIV card, CAC card, or USB eToken



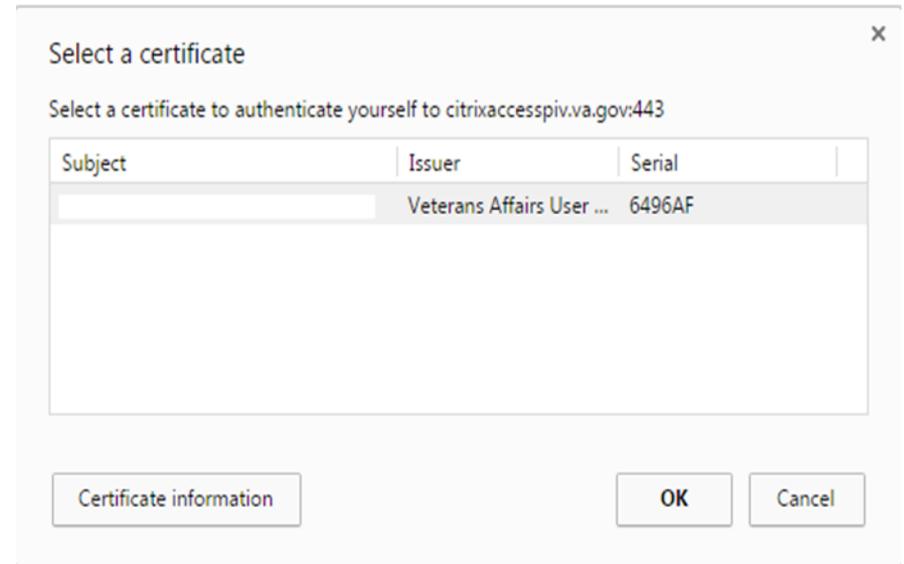
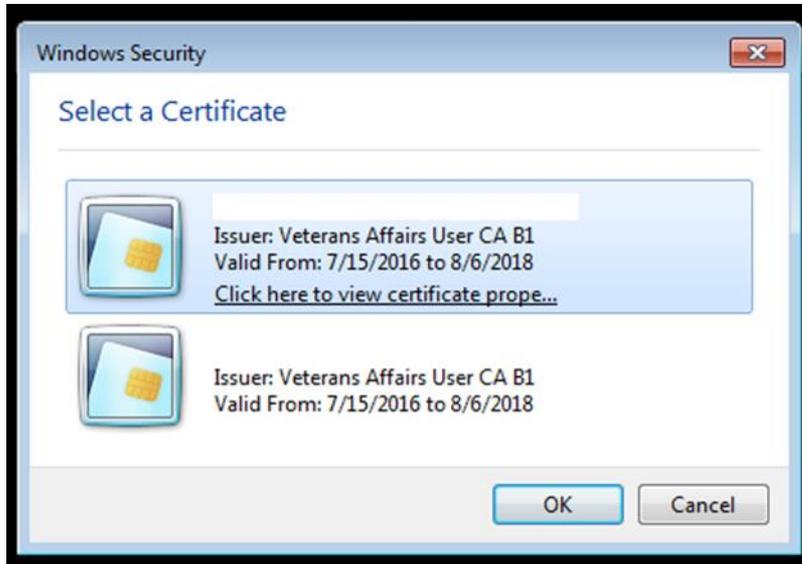
[Click here to use OTP Token:](#)

POA enforced users require a Network Account exemption to use OTP Token



[Click here to use Domain Username/Password](#)

Citrix: VA Access Gateway



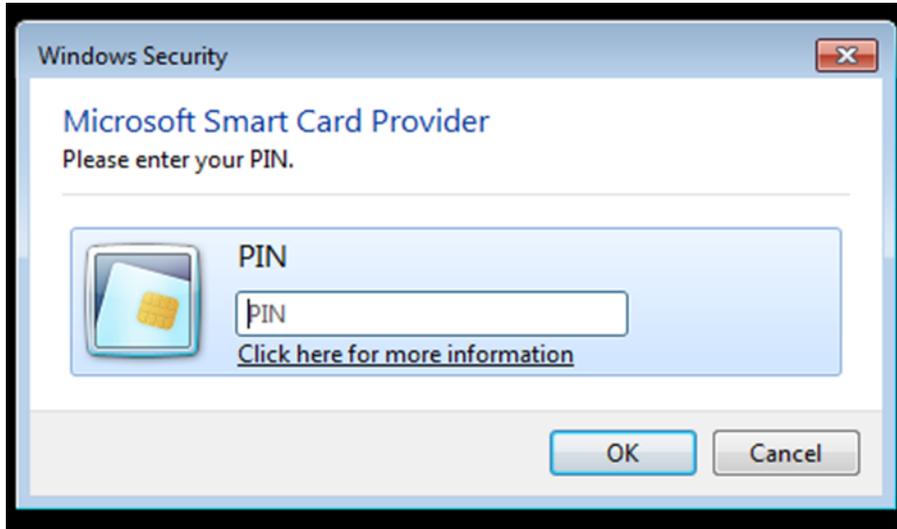
Select the option below for which browser you are using:

Internet Explorer:

1. Make sure top option is selected
2. Click OK

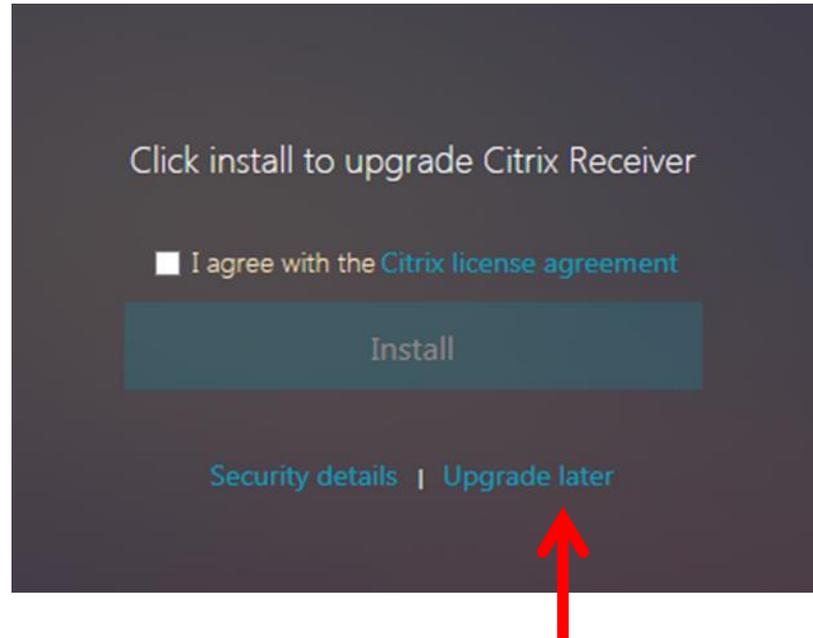
Google Chrome: click OK

Citrix: VA Access Gateway



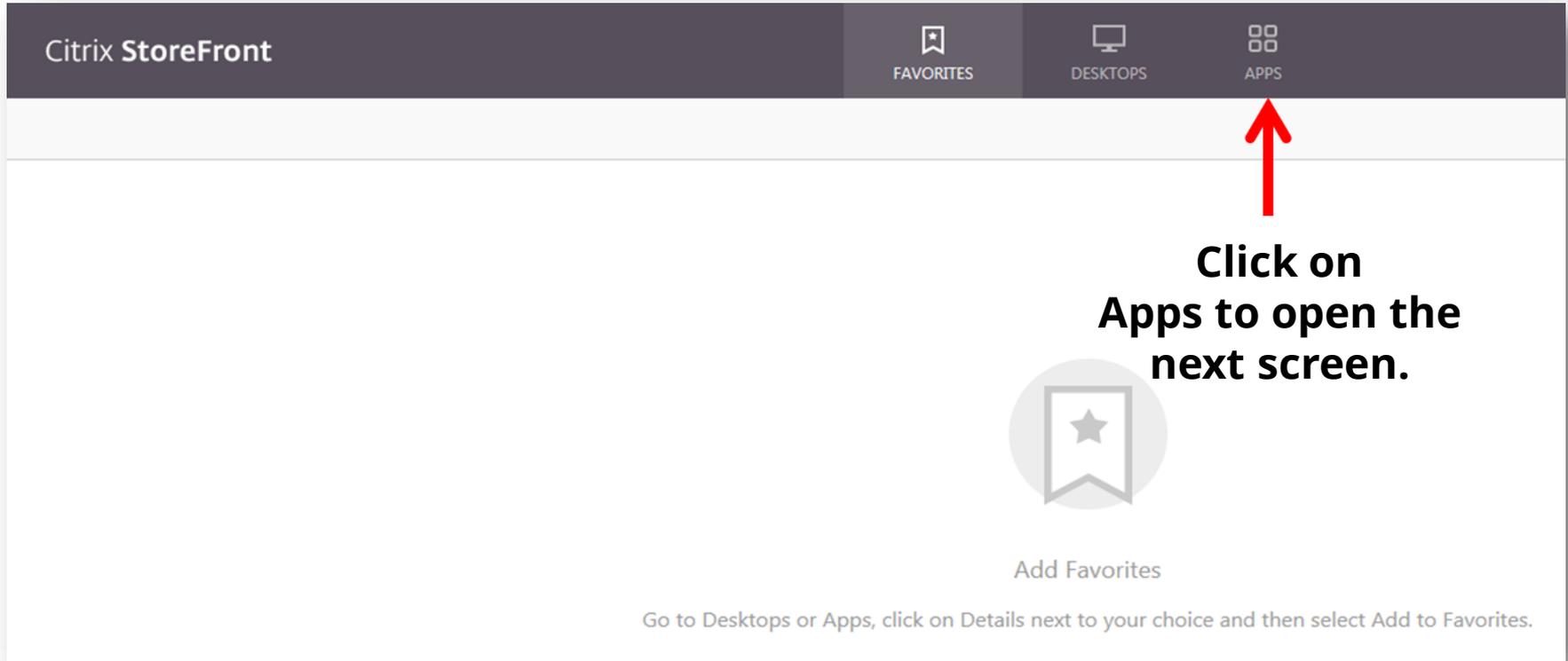
1. Enter your six digit pin number for your PIV Card
2. Click OK

Citrix: VA Access Gateway



If prompted
Click on Upgrade Later

Citrix: Storefront



Citrix StoreFront

FAVORITES DESKTOPS APPS

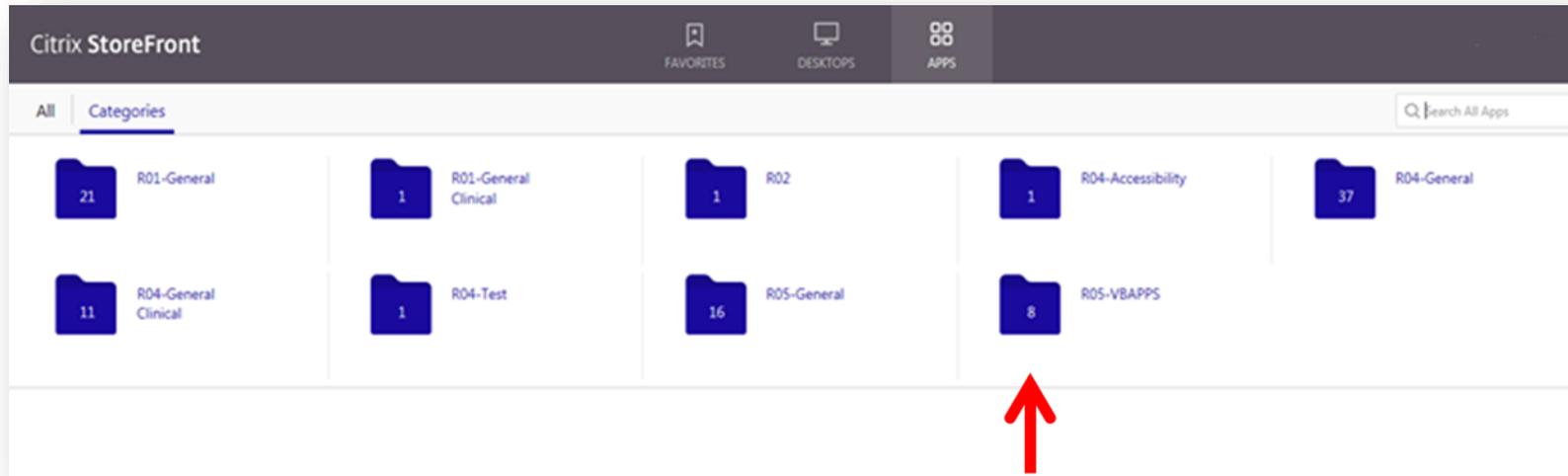
**Click on
Apps to open the
next screen.**

Add Favorites

Go to Desktops or Apps, click on Details next to your choice and then select Add to Favorites.

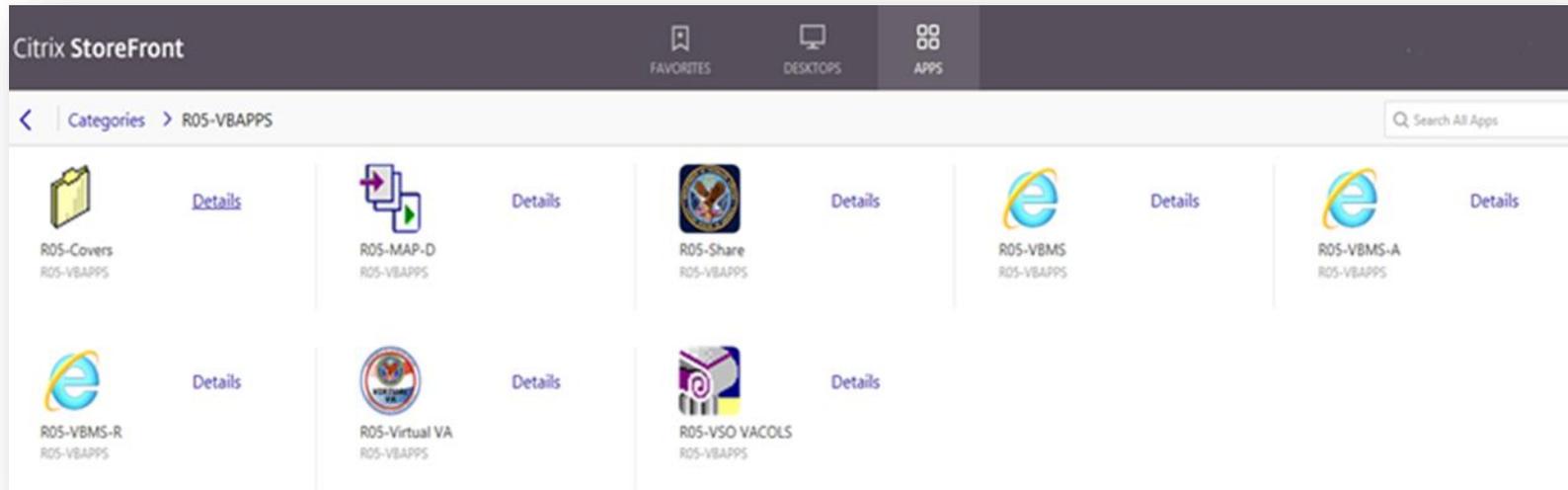
The screenshot shows the Citrix StoreFront interface. At the top, there is a dark navigation bar with the text 'Citrix StoreFront' on the left and three icons: 'FAVORITES' (a bookmark icon), 'DESKTOPS' (a monitor icon), and 'APPS' (a grid icon). A red arrow points upwards from the text below to the 'APPS' icon. Below the navigation bar, the main content area is mostly blank. In the lower right of this area, there is a circular icon containing a bookmark with a star, and the text 'Add Favorites' below it. At the bottom of the page, there is a line of instructional text: 'Go to Desktops or Apps, click on Details next to your choice and then select Add to Favorites.'

Citrix: Storefront



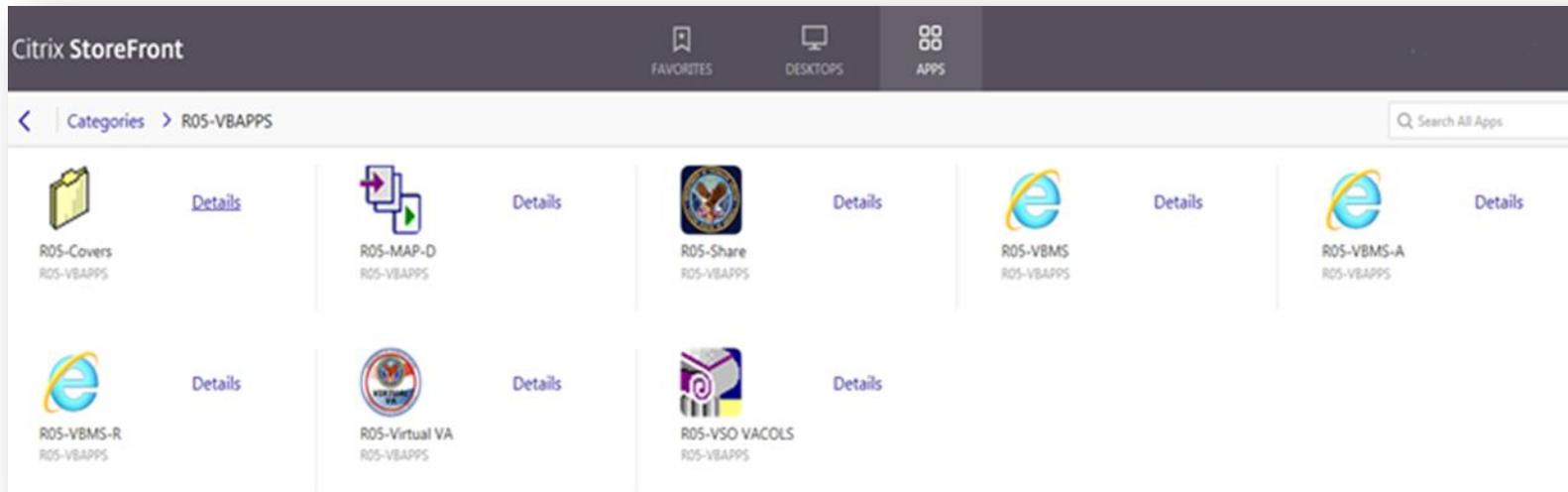
Click on R05-Apps to
open next screen

Citrix: Storefront



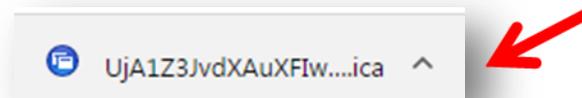
This screen is where you will access all the VA Applications

Citrix: Opening Applications

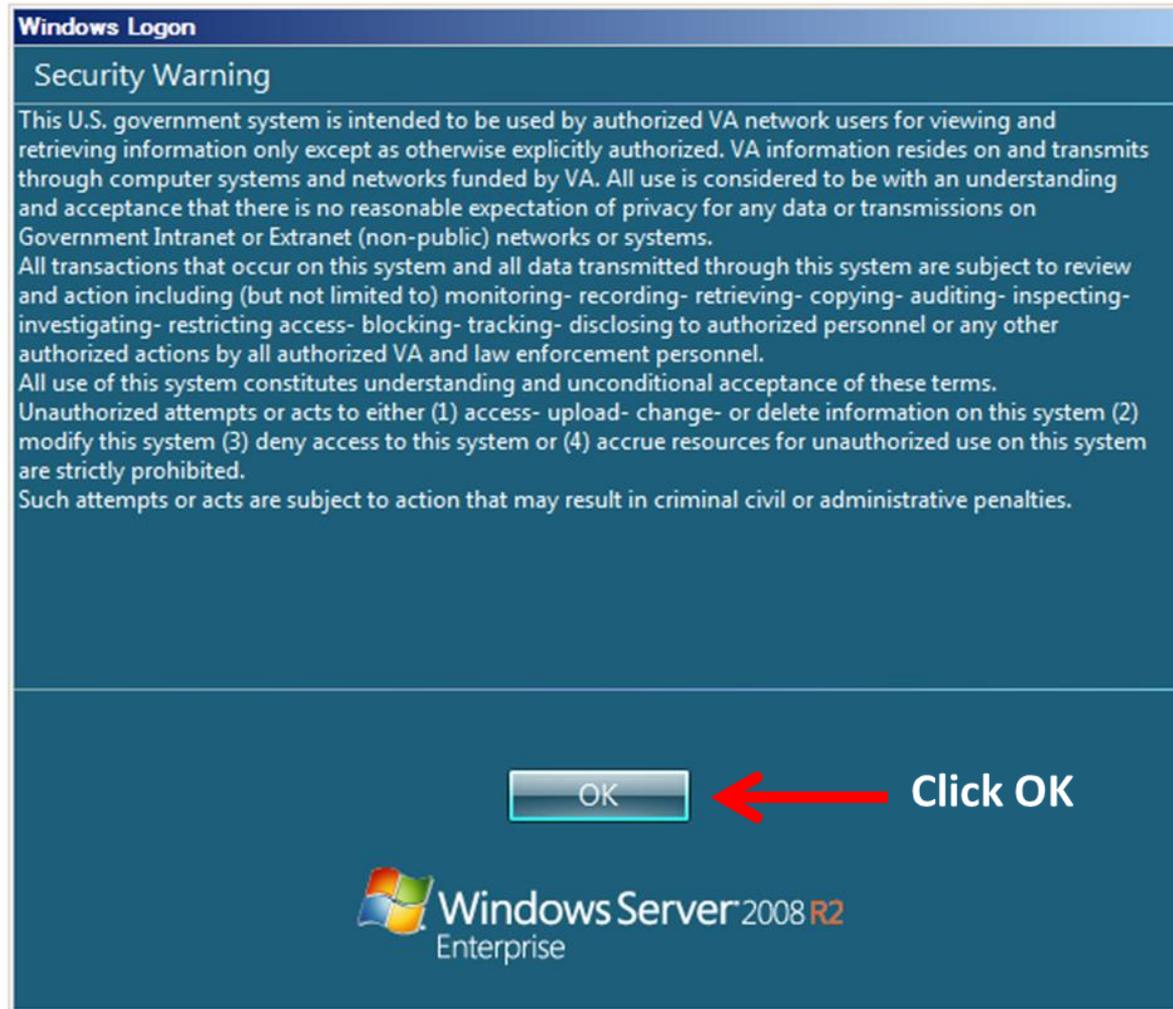


The first time you open an application after logging into Citrix, you will have to complete the three steps on the following pages. Once you have loaded the first app you won't have to complete those steps again unless you log out of everything completely.

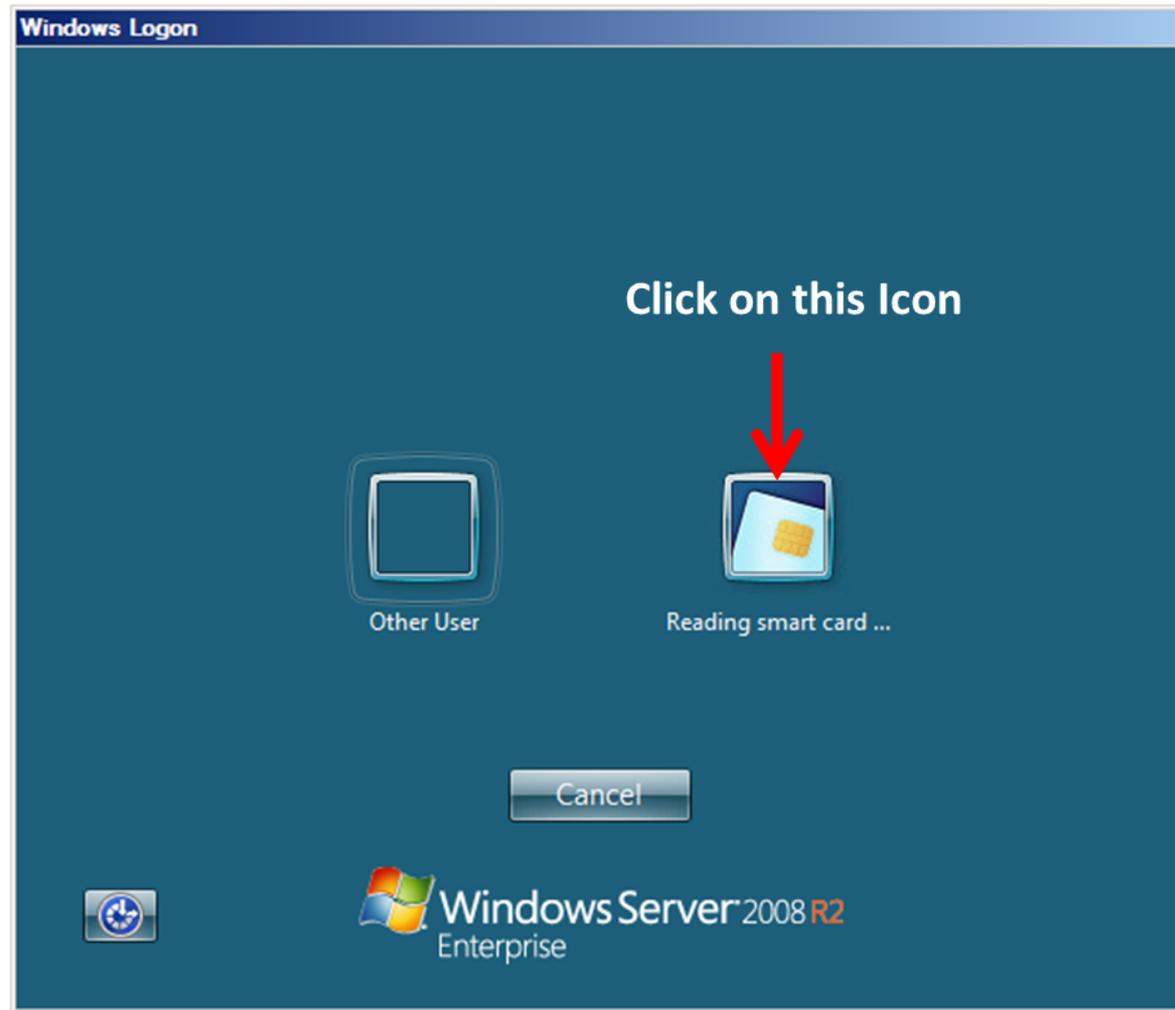
NOTE: If you use **Google Chrome**, after selecting an application, you have to click on box that opens at bottom of screen that looks like this:



Initial Application Login: Step 1



Initial Application Login: Step 2





VBMS

Citrix StoreFront

FAVORITES DESKTOPS APPS

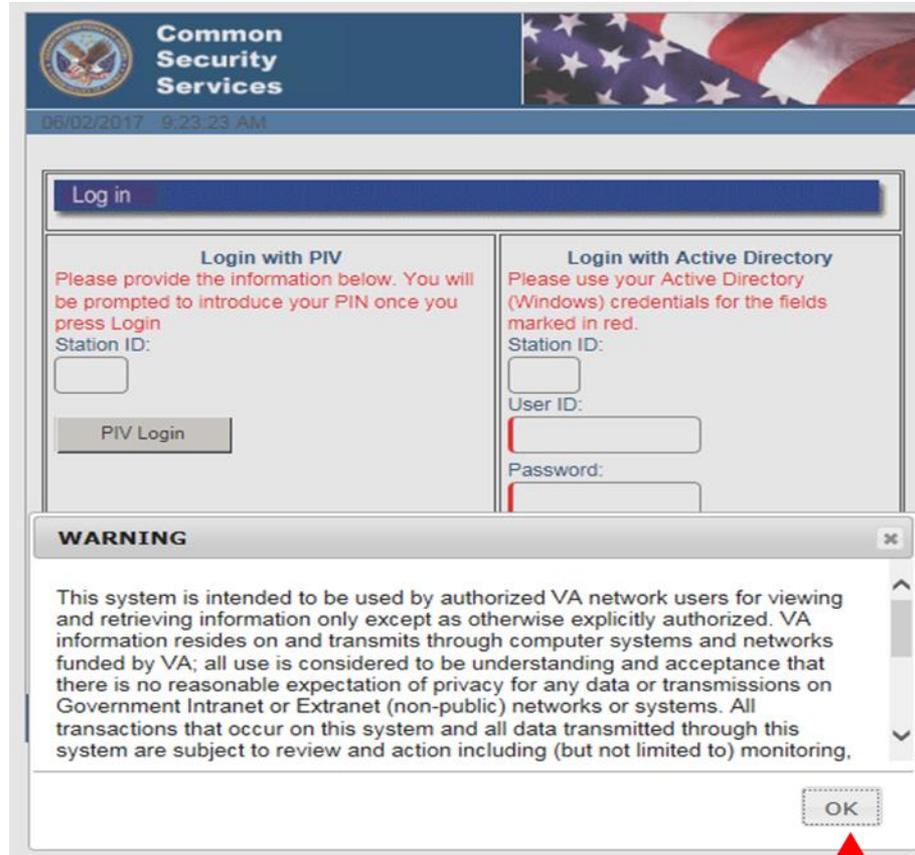
HOUSER, William, VSONASH

< Categories > R05-VBAPPS

Search All Apps

 R05-Covers R05-VBAPPS	Details	 R05-MAP-D R05-VBAPPS	Details	 R05-Share R05-VBAPPS	Details	 R05-VBMS R05-VBAPPS	Details	 R05-VBMS-A R05-VBAPPS	Details
 R05-VBMS-R R05-VBAPPS	Details	 R05-Virtual VA R05-VBAPPS	Details	 R05-VSO VACOLS R05-VBAPPS	Details		Click on R05-VBMS		

VBMS Login



The screenshot shows the VBMS login interface. At the top, there is a header with the Department of Veterans Affairs logo and the text "Common Security Services". Below the header, the date and time "06/02/2017 9:23:23 AM" are displayed. The main content area is divided into two sections: "Login with PIV" and "Login with Active Directory". The "Login with PIV" section includes a "Station ID" input field and a "PIV Login" button. The "Login with Active Directory" section includes "Station ID", "User ID", and "Password" input fields. A "Log in" button is located at the top of the main content area. A "WARNING" dialog box is overlaid on the page, containing a disclaimer about system usage and privacy. The dialog box has an "OK" button at the bottom right, which is highlighted with a red arrow.

Common Security Services

06/02/2017 9:23:23 AM

Log in

Login with PIV
Please provide the information below. You will be prompted to introduce your PIN once you press Login
Station ID:

PIV Login

Login with Active Directory
Please use your Active Directory (Windows) credentials for the fields marked in red.
Station ID:

User ID:

Password:

WARNING

This system is intended to be used by authorized VA network users for viewing and retrieving information only except as otherwise explicitly authorized. VA information resides on and transmits through computer systems and networks funded by VA; all use is considered to be understanding and acceptance that there is no reasonable expectation of privacy for any data or transmissions on Government Intranet or Extranet (non-public) networks or systems. All transactions that occur on this system and all data transmitted through this system are subject to review and action including (but not limited to) monitoring.

OK

Click OK

VBMS Login

The screenshot shows the 'Common Security Services' login page. At the top left is the Department of Veterans Affairs seal and the text 'Common Security Services'. To the right is an American flag. Below this is a date and time stamp: '06/02/2017 9:23:23 AM'. The main content area is titled 'Log in' and is divided into two sections: 'Login with PIV' and 'Login with Active Directory'. The 'Login with PIV' section contains the instruction 'Please provide the information below. You will be prompted to introduce your PIN once you press Login'. It has a 'Station ID:' label and a text input field containing '320'. A red arrow points from the text 'Enter 320' to this field. Below the input field is a 'PIV Login' button. A red arrow points from the text 'Click PIV Login' to this button. The 'Login with Active Directory' section contains the instruction 'Please use your Active Directory (Windows) credentials for the fields marked in red.' It has a 'Station ID:' label and an empty input field. Below that is a 'User ID:' label and an empty input field with a red border. Below that is a 'Password:' label and an empty input field with a red border. At the bottom of this section is a 'Login' button. At the bottom of the page are three navigation buttons: 'Home', 'User Registration', and 'Help'. Below these are three links: 'Common Enterprise Platform Home', 'New user registration and security related information', and 'Password Change/Reset information'. At the very bottom are four links: 'About VBA', 'Contact The VBA', 'Privacy Act and Consent Notice', and 'Disclaimer'.

Click PIV Login



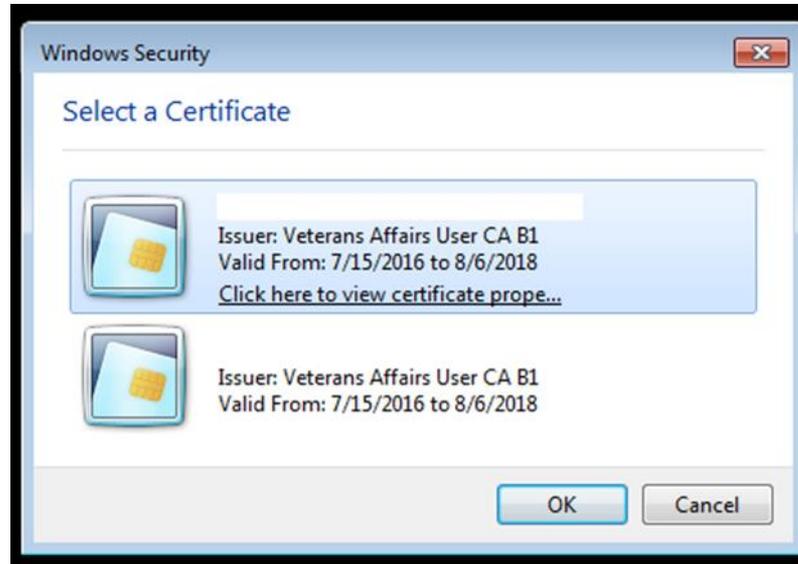
PIV Login

Enter 320



320

VBMS Login



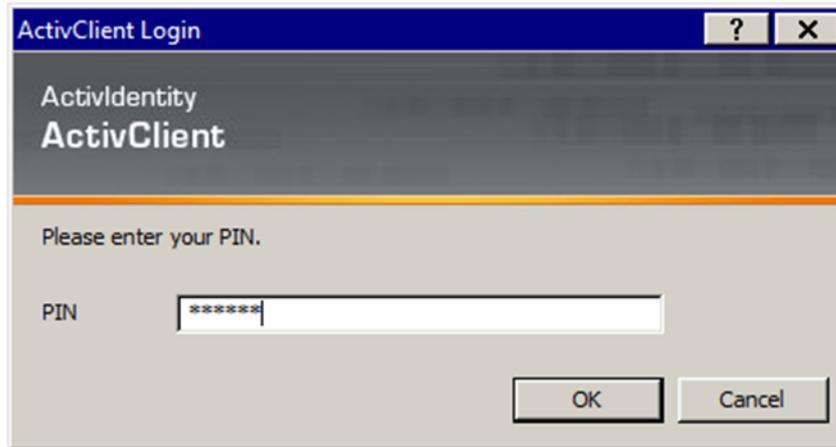
Internet Explorer

Select the option below for which browser you are using:

Internet Explorer:

1. make sure top option is selected
2. click **OK**

VBMS Login



1. Enter your six digit pin number for your PIV Card
2. Click OK

VBMS Main Screen

The screenshot displays the VBMS (Veterans Benefits Management System) main screen. At the top, there is a navigation bar with "All Claims" and "My Claims" links, and a user profile for "WILLIAM HOUSER". A search bar contains the number "123456789", with buttons for "Open Profile", "Open eFolder", and "More Search Options". The main content area is titled "All Claims Queue (0)" and shows a table with columns: "New Document", "Veteran Name", "EP Code - Claim Label", "Date of Claim", "Claim Status", "Pending Tracked Items", "Document Expiration", and "Rating Review Status". The table is currently empty, displaying "Showing 0 to 0 of 0 entries" and "Loading...". On the left side, there is a "Narrow Results" sidebar with various filter categories: "Power of Attorney" (with "American Legion - 074" selected), "Station of Jurisdiction" (with "Nashville Regional O..." selected), "EP Codes", "New Documents", "Claim Status" (with "Open ()", "Ready for Decision ()", and "Rating Decision Complete ()" selected), "Claim Date Range" (with "From: 03/17/2017" and "To: 05/18/2017" selected), and "Zip Codes". A "Reset to Default" button is located at the bottom of the sidebar.

This is the main screen for VBMS

1. Enter veterans SSN or claim number (no dashes or spaces)
2. Select Open Profile

VBMS – Unsuccessful Search

If you receive this message after entering the SSN or claim number, then one of the following is true:

- SSN/claim number was entered incorrectly
- You do not hold POA for veteran (or POA has not processed with VA yet)

NOTE 1: sometimes a file will be locked and tell you that you have insufficient security privileges to view file. You will have to use VSO hotline to get more information on veteran.

NOTE 2: Sometimes you will have POA and not be able to access a file, you will need to contact VSO hotline and have them confirm POA was received and you have access via VBMS.



VBMS – File Main Page

The screenshot displays the VBMS File Main Page. At the top, there is a navigation bar with 'All Claims', 'My Claims', and 'My History'. Below this is a search bar and buttons for 'Open Profile', 'Open eFolder', and 'More Search Options'. The page title is 'File #:' followed by a redacted field. The main content area is divided into two columns. The left column, titled 'Veteran Profile', contains fields for SSN, Birth Date (07/28/1974), Birth Place, Gender (M), Death Date, and Station (320 - Nashville Regional Office). Below this is a section for 'Contact Information' with fields for Mailing Address, CP Payment Address, Work, Home, and Personal, all of which are redacted. The right column, titled 'Veteran Summary', contains fields for SSN, EDIPI, Gender (M), Birth Date (07/28/1974), Death Date, POA (POA National Organization - AMERICAN LEGION), and SC (40%). Below the summary is a list of links: 'Pending Claims', 'Military Service', 'Rated Issues', 'Veteran Flashes', and 'Dependents'. At the bottom, there is a section for 'Flashes' with a list of messages and their systems (CORP_DB).

This is the main page of a veterans file.

Descriptions of each number Above on following slides.

NOTE: most of these headings will be populated with veterans information. They have been hidden for Privacy purposes.

VBMS – Veteran Tab

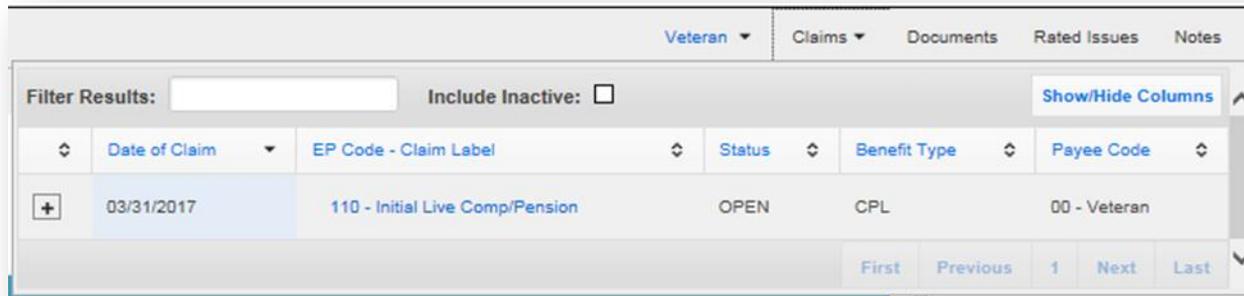


When you click on Veterans Dropdown Button, you get the following options:

- Profile: Returns you to veteran's main page
- Dependents: Lists dependents (if any)
- Military Service: List of service date(s) and branches
- POA: Shows current POA the veteran is using
- Intent to File: Shows any Intent to File's

VBMS – Claims Tab

Selecting the Claims Tab will show any current open claims



The screenshot shows the VBMS Claims Tab interface. At the top, there are tabs for "Veteran", "Claims", "Documents", "Rated Issues", and "Notes". Below the tabs, there is a "Filter Results:" input field, an "Include Inactive:" checkbox, and a "Show/Hide Columns" button. The main table displays the following data:

	Date of Claim	EP Code - Claim Label	Status	Benefit Type	Payee Code
[+]	03/31/2017	110 - Initial Live Comp/Pension	OPEN	CPL	00 - Veteran

At the bottom of the table, there are navigation buttons: "First", "Previous", "1", "Next", and "Last".

If you click on a claim, a new window will open and show you which claims are pending (see example below)



The screenshot shows the details for the claim "110 - Initial Live Comp/Pension". At the top, there is a "Go to Work Item" link and a status bar with the following information: "Days Pending: 47 | Date of Claim: 03/31/2017 | Status: OPEN | Suspense Date: 05/13/2017 | App Form: N/A | Team Assigned to: Active Development VSRs | Assigned to: alvin". Below this, there is a navigation bar with "Contentions List" (highlighted), "Development", "Tracked Items", and "Claim Notes". The main content area shows a list of contentions:

- + bilateral tinnitus
- + NSC pension
- + A&A
- + bilateral hearing loss

VBMS - Documents

This page allows you to browse/view documents that the VA has received.

NOTE 1: There can be multiple pages of documents and there is an option at bottom of page to go to navigate page.

Note 2: There are two tabs to view documents: Virtual VA and eFolder Documents.

Click on either of these to see available documents. Sometimes there aren't documents in either folder.

		Virtual VA Documents						eFolder Documents				
Veteran Documents - Showing 1-10 of 139 documents										Last Opened	Show/Hide Columns	Save Preferences
<input type="checkbox"/>	New Mail	Bookmarks	Receipt Date	Document Type	Subject	System Source	Source Comment	Uploading User Role	POA Organization	Tools		
<input type="checkbox"/>	✓		03/14/2017	Award Print		INDETERMINATE		INDETERMINATE		↓		
<input type="checkbox"/>	✓		03/13/2017	VA 27-0820 Report of General Information	OPT memo	VBMS-UI		VBMS-UI		↓		
<input type="checkbox"/>	✓		03/01/2017	CAPRI	VAMC TX Knoxville CBOC (5/28/15-12/18/16)	vbms-ui		vbms-ui		↓		
<input type="checkbox"/>	✓		03/01/2017	Rating Decision - Codesheet	NFE	VSCGSEBE		VSCGSEBE		↓		
<input type="checkbox"/>	✓		03/01/2017	Rating Decision - Narrative	granted pension, continued, denied	VSCGSEBE		VSCGSEBE		↓		
<input type="checkbox"/>	✓		02/18/2017	C&P Exam	DBQ MUSC Back (thoracolumbar spine)	vbms-batch-services		vbms-batch-services		↓		
<input type="checkbox"/>	✓		02/16/2017	C&P Exam	DBQ NEURO Seizure Disorders (Epilepsy)	vbms-batch-services		vbms-batch-services		↓		
<input type="checkbox"/>	✓		02/16/2017	C&P Exam	DBQ General Medical Pension	vbms-batch-services		vbms-batch-services		↓		
<input type="checkbox"/>	✓		02/16/2017	C&P Exam	DBQ General Medical Pension	vbms-batch-services		DAS		↓		
<input type="checkbox"/>	✓		02/08/2017	VA 21-2507a Request for Physical Examination	exam request	vbms-ui		vbms-ui		↓		

Items per page: 10 | Skip to page: 1 | Go | First Previous 1 2 3 Next Last

VBMS – Related Issues

Previously Rated Issues Actions ▾

Filter Text: Show/Hide Columns

	Diagnostic Code ^{3▲}	Diagnosis Description [↕]	Percentage ^{2▼}	Effective Date [↕]	Rating Decision ^{1▲}
+	5003 - 5261	right knee anterior cruciate ligament tear, patellofemoral pain syndrome with osteoarthritis and status post arthroscopic excision of plica (previously evaluated under DC 5257 and 5260)	30%	10/30/2015	SVCCONNECTED
+	5003 - 5260	left knee patellofemoral syndrome, with degenerative changes	10%	06/13/2014	SVCCONNECTED
+	5299 - 5271	residuals of right ankle sprain	%		NOTSVCCON
+	5299 - 5295	back condition (now claimed as lower back)	%		NOTSVCCON
+	5252	right hip pain with loss of motion	%		NOTSVCCON
+	5252	left hip pain with loss of motion	%		NOTSVCCON
+	5284	right foot pain and numbness	%		NOTSVCCON
+	6100	hearing loss	%		NOTSVCCON
+	6260	tinnitus	%		NOTSVCCON
+	7101	hypertension	%		NOTSVCCON

First Previous 1 2 Next Last

This tab is used to review SC and NSC conditions of veterans. This tab is useful because it shows the diagnostic codes and effective dates.

VBMS Additional Screen Info

Veteran Summary

SSN:
EDIPI:
Gender: M
Birth Date: 07/28/1974
Death Date:
POA: POA National
Organization -
AMERICAN
LEGION
SC: 40%

▶ Pending Claims

▶ Military Service

▶ Rated Issues

▶ Veteran Flashes

▶ Dependents

- The same tabs (1-4) are located on the right side of the main screen.
- These are used as a quick view so you can view information in the main screen.
- This basically allows you to see multiple sets of information at the same time.



SHARE

SHARE Login

Citrix StoreFront

FAVORITES DESKTOPS APPS

HOUSER, William, VSONASH

Categories > R05-VBAPPS

Search All Apps

R05-Covers R05-VBAPPS

R05-MAP-D R05-VBAPPS

R05-Share R05-VBAPPS

R05-VBMS R05-VBAPPS

R05-VBMS-A R05-VBAPPS

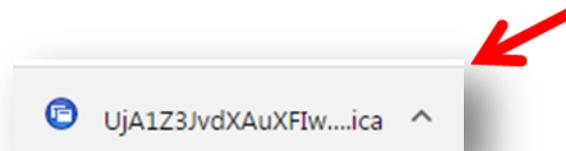
R05-VBMS-R R05-VBAPPS

R05-Virtual VA R05-VBAPPS

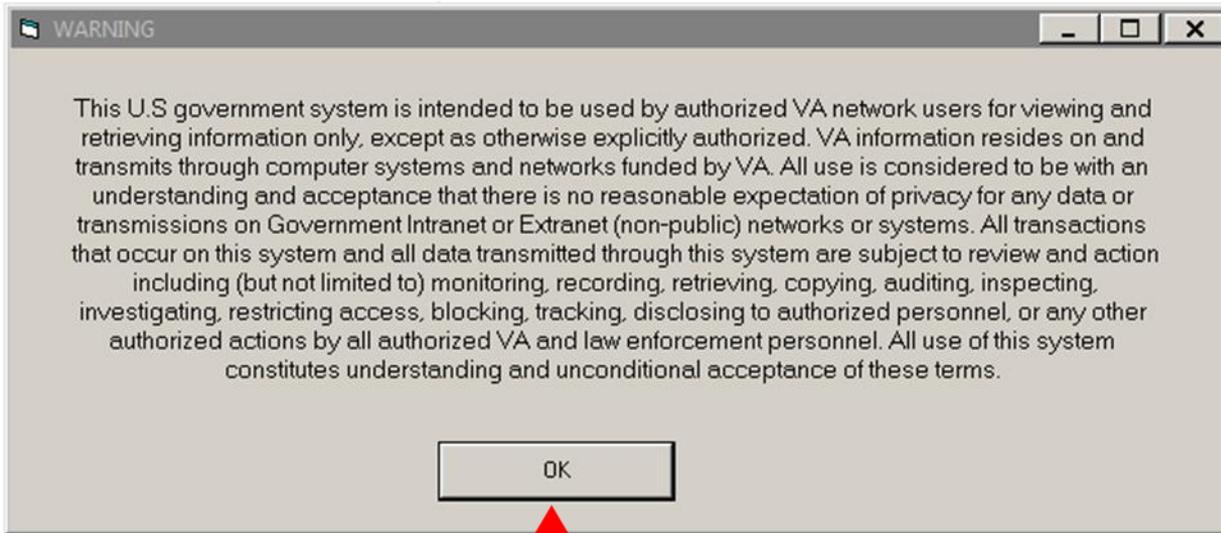
R05-VSO VACOLS R05-VBAPPS

Click on R05-Share

NOTE: If you use **Google Chrome**, after selecting an application, you have to click on box that opens at bottom of screen that looks like this:



SHARE Login



Click OK

SHARE Login

VBA Common Security Services - User Authentication

DEPARTMENT OF VETERANS AFFAIRS
UNITED STATES OF AMERICA

SHARE 28.0.1

Production

Please enter the username to verify authorization

Network Password

Station: 320 Verify that your station is correct or enter one.

PIV Card Only

OK CANCEL

Info

CAPS

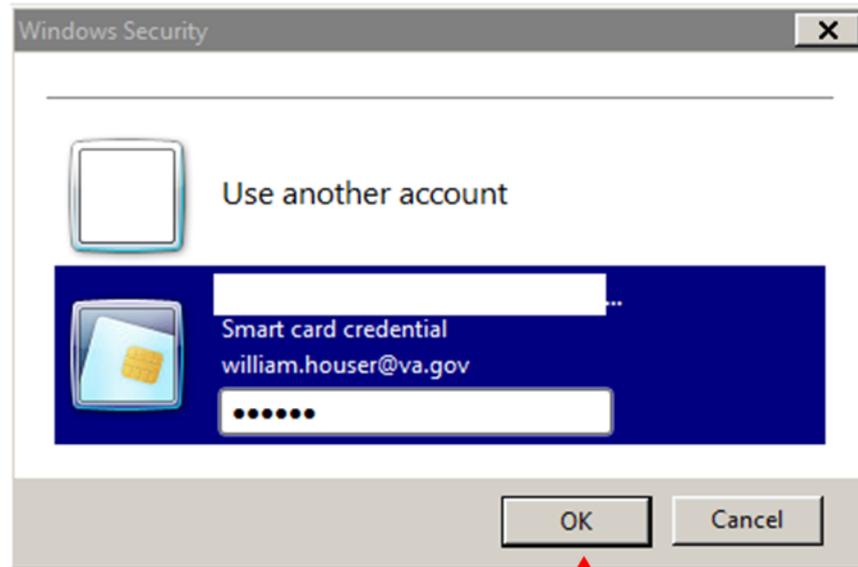
Enter Username

Click PIV Card Only

NOTE:

You do not have to enter a password when using the PIV Card Only button.

SHARE Login



Click OK

SHARE Main Screen

VBA Ready Screen Version 28.0.1 320 Nashville

File Help

*** Required Field**
*** Required Multiple Option Field (Must Enter One Or More Of The Fields)**

VBA READY SCREEN

Available Processes

Entered Work
Claim Type Filter

Inquiry Only Update Only All

BIRLS Inquiry
Corporate Inquiries
Master Record Inquiry
Payment History Inquiry
PIF Inquiry
Search All In List
SHARE COVERS Inquiry

Search Criteria

* File Number or SSN
Payee Number

Additional Data

* First Name
Middle Name
* Last Name
Suffix
Stub Name FI MI Last
DOB DOD
* Service Number
Branch Of Service
EOD RAD
* Insurance Number
Regional Office

About Share Print Screen Submit Clear Exit

05/19/2017 8:29 AM Production NUM CAPS



Reserve/National Guard Benefits Eligibility

Reserve/National Guard

- M 21-1 III.ii.6.A.1.a. Definition: Veteran
- A Veteran is a person who served in the active military, naval or air service, and was discharged or released under conditions other than dishonorable.
- References: For more information on the definition of the term Veteran for purposes of compensation, Dependency and Indemnity Compensation (DIC) and death pension, see 38 CFR 3.1(d)

Reserve/National Guard

- §3.1 Definitions.
- (a) Armed Forces means the United States Army, Navy, Marine Corps, Air Force, and Coast Guard, including their Reserve components.
- (b) Reserve component means the Army, Naval, Marine Corps, Air Force, and Coast Guard Reserves and the National and Air National Guard of the United States.
- (c) Reserves means members of a Reserve component of one of the Armed Forces.
- **(d) Veteran means a person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable.**

Reserve/National Guard

- (k) Service-connected means, with respect to disability or death, that such disability was incurred or aggravated, or that the death resulted from a disability incurred or aggravated, in line of duty in the active military, naval, or air service.
- (l) Nonservice-connected means, with respect to disability or death, that such disability was not incurred or aggravated, or that the death did not result from a disability incurred or aggravated, in line of duty in the active military, naval, or air service.

Reserve/National Guard

- (m) In line of duty means an injury or disease incurred or aggravated during a period of active military, naval, or air service unless such injury or disease was the result of the veteran's own willful misconduct or, for claims filed after October 31, 1990, was a result of his or her abuse of alcohol or drugs. A service department finding that injury, disease or death occurred in line of duty will be binding on the Department of Veterans Affairs unless it is patently inconsistent with the requirements of laws administered by the Department of Veterans Affairs. Requirements as to line of duty are not met if at the time the injury was suffered or disease contracted the veteran was:

Reserve/National Guard

- (1) Avoiding duty by desertion, or was absent without leave which materially interfered with the performance of military duty.
- (2) Confined under a sentence of court-martial involving an unremitted dishonorable discharge.
- (3) Confined under sentence of a civil court for a felony as determined under the laws of the jurisdiction where the person was convicted by such court.
- (Authority: 38 U.S.C. 105)

Reserve/National Guard

- M21-1 III.ii.6.A.1.b. Definition: Active Service
- Active service includes, active duty, any period of active duty for training (ADT) during which a person is disabled or dies from a disease or injury incurred or aggravated in the line of duty, or any period of inactive duty for training (IADT) during which a person is disabled or dies from an injury incurred or aggravated in the line of duty or from any of the following conditions that occurred during training:
 - acute myocardial infarction
 - cardiac arrest, or
 - a cerebrovascular accident.

Reserve/National Guard

- Notes: According to VAOPGCPREC 8-2001, sexual assault constitutes an injury for the purposes of this block.

Reserve/National Guard

- Time spent proceeding directly to and from active duty for training must be considered as part of the active or inactive duty for training as specified in 38 CFR 3.6(e).
- Reference: For more information on the regulatory and statutory definitions of active duty, active duty for training, inactive duty training, and active service, see 38 CFR 3.6.

Reserve/National Guard

- §3.6 Duty periods.
- (e) Travel status—training duty (disability or death from injury or covered disease). Any individual:
 - (1) Who, when authorized or required by competent authority, assumes an obligation to perform active duty for training or inactive duty training; and

Reserve/National Guard

- (2) Who is disabled or dies from an injury or covered disease incurred while proceeding directly to or returning directly from such active duty for training or inactive duty training shall be deemed to have been on active duty for training or inactive duty training, as the case may be. The Department of Veterans Affairs will determine whether such individual was so authorized or required to perform such duty, and whether the individual was disabled or died from an injury or covered disease so incurred.

Reserve/National Guard

- In making such determinations, there shall be taken into consideration the hour on which the individual began to proceed or return; the hour on which the individual was scheduled to arrive for, or on which the individual ceased to perform, such duty; the method of travel performed; the itinerary; the manner in which the travel was performed; and the immediate cause of disability or death. Whenever any claim is filed alleging that the claimant is entitled to benefits by reason of this paragraph, the burden of proof shall be on the claimant.

Reserve/National Guard

(3) For purposes of this section, the term covered disease means any of the following:

(i) An acute myocardial infarction.

(ii) A cardiac arrest.

(iii) A cerebrovascular accident.

(Authority: 38 U.S.C. 106(d))

Reserve/National Guard

- Fact Sheets (Emailed)
 - Veterans Group Life Insurance
 - C-123 Aircraft Agent Orange Exposure Claims
 - Air Force Speciality Codes and Units



Electronic Code of Federal Regulations

Electronic Code of Federal Regulation

- Please have eCFR – Electronic Code of Federal Regulations Shortcut on your Desk Top before Training begins.

Electronic Code of Federal Regulation

- e-CFR data is current as of June (), 2017
- Browse to Title 38
- Click on GO

Electronic Code of Federal Regulation

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